



## **American Community Association Customer Service Representative**

OPEN TO: All interested candidates  
POSITION: American Community Association Customer Service Representative  
OPENING DATE: November 5, 2014  
CLOSING DATE: November 19, 2014  
WORK HOURS: Full time (40 hours per week)  
SALARY: 4000 PLN gross/monthly  
NOTE: Position available immediately

**NOTE: This is NOT a position with the U.S. Embassy or U.S. Government. All applicants must have the legal right to work in Poland before being able to apply for this position. Such right may be obtained through Polish Citizenship or work or residency permits.**

### **BASIC FUNCTION OF POSITION**

American Community Association (ACA) provides support to American personnel assigned to the U.S. Embassy Warsaw by providing products and services through ACA operations.

The position of Customer Service Representative includes:

- Maintaining, receiving and processing inquiries/orders for ACA services, specifically
  - Coordinating internet installations and providing on-site troubleshooting
  - Coordinating vehicle repair and other garage services
  - Coordinating water delivery service
  - Processing vehicle insurance and claims for 3<sup>rd</sup> party insurance
  - Coordinating gas card services
- Assisting with maintenance of the ACA network, including troubleshooting Quickbooks software.
- Providing necessary accounting documentation.
- Working effectively as part of a team, including assisting with additional team responsibilities as needed.
- Developing new services and methods for improving customer service.

### **QUALIFICATIONS REQUIRED**

**NOTE: *Applicants must address each selection criterion detailed below with specific and comprehensive information as to how they meet the criterion.***

1. Education: Completion of secondary school is required.
2. Prior Work Experience: Customer service experience is required. Experience in

troubleshooting technical issues, particularly computer systems and Internet, is required.

3. Language Proficiency: Level 4 (fluent) speaking/reading/writing Polish and English is required.

4. Skills and Abilities: The following are required: Very good verbal and written communication skills, both in Polish and English; excellent customer service attitude, ability to manage multiple tasks and make sound decisions under pressure and/or in stressful situations; ability to work independently and manage complex processes under strict deadlines; and working knowledge of Microsoft Windows and Microsoft Office (Word, Excel, Outlook).

### **ADDITIONAL SELECTION CRITERIA**

1. The ACA General Manager will consider nepotism/conflict of interest, budget, and residency status in selecting the successful candidate.
2. The selected candidate will be required to obtain an appropriate security clearance.
3. Interested members of the U.S. Embassy who are departing post in less than a year are not eligible to apply.

### **TO APPLY**

Interested applicants for this position should submit the following:

1. A current resume or curriculum vitae; plus
2. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

### **SUBMIT APPLICATION TO**

Jennifer Soliah, ACA General Manager  
U.S. Embassy Warsaw  
Al. Ujazdowskie 29/31  
00-540 Warsaw  
Tel: 022-504-2027  
E-mail: [soliahj@state.gov](mailto:soliahj@state.gov)

The American Community Association in Poland provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The American Community Association also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.